

## POSITION DESCRIPTION

**PD Tracking Number** 00CX835  
**Series, Title and Grade** 0343 Program Analyst GS-14  
**Department** Central Office

### Introduction Statement

Position serves as a senior program analyst to top management, and is responsible for providing expert analysis on a variety of subject matter, and for initiating and/or leading projects involving the evaluation of agency programs/operations.

PRDS: 5-"Moderate Risk" T2S (57) / Tier 2 Cyber Duty Statement 000

### Major Duties

Within a regional or headquarters Service/Staff office, incumbent plans and executes major agency professional, technical, administrative, fiscal or other specialized programs, requiring extended training and experience which has demonstrated leadership and unusual attainments in professional or technical research, practice or administration or in administrative, fiscal or other specialized activities.

Given incumbent's mastery of a designated program area, he/she serves as a center of expertise for the program, providing key input to policy development and/or implementation at the agency headquarters level or as a key advisor to top regional management. As such, he/she furnishes significant information to top management officials at the headquarters and/or regional level who regularly seek his/her expertise on issues often of strategic importance to mission-essential goals or programs. Incumbent provides opinions to other personnel within or outside the agency who also hold a high degree of subject knowledges.

Provides leadership, expert assistance and authoritative advice on interpretation of governing policy in the designated program area. Researches the most sensitive, complex or otherwise controversial issues, utilizing all resources available. In those cases where existing agency policy does not cover the problem or issue under review, incumbent consults references such as United States Code and the Code of Federal Regulations, Comptroller General and GAO audit decisions, and other legal precedents available; interprets these legal sources, and develops definitive policy recommendations based on extensive analysis. Findings and recommendations ensure that agency policy remains in conformance with ongoing governmental, Presidential and/or Congressional initiatives.

Provides technical expertise to GSA personnel and is called upon to review and/or assess problematic or potentially controversial situations which are extraordinary, unique or otherwise contentious in nature.

Implements decisions made by higher level agency management officials, oftentimes facilitating the work of other agency employees to accomplish desired objectives. Ensures that the decisions are reflected in legislative and policy proposals, in internal and external directives and subsequently, in organizational operating procedures.

Using technical knowledges, incumbent serves as a primary agency contact for key programmatic decisions in the occupational area related to the regional or headquarters organization. Provides critical analysis of pressing issues and required policy recommendations to management officials in formulating decisions regarding changing responsibilities or business needs, as well as in the design/development and evaluation of the ongoing and/or new program issues. Solutions to unique operating problems may require the incumbent to study methodologies and practices employed by other Federal institutions or private sector companies. Bench-marking of this fashion provides information which fosters innovative solutions to agency problems.

As a technical authority, incumbent serves as a trouble-shooter for program personnel on a diverse range of issues, projects, or concerns requiring an overview of the total agency operation with respect to resolving significant, controversial and/or otherwise highly charged situations.

As such, serves as a liaison to high-ranking program personnel within the region and/or Central Office to convey information regarding program activities, agency policies and goals; to clarify procedures; and to interpret directives and/or other governing regulations as needed. Reviews and/or prepares highly technical reports and/or papers on important and extremely complex matters which influence not only the immediate work group, but which have widespread impact in term of current and/or future programs.

As needed, incumbent serves as a coordinator and representative for the Division Director or other key management officials for major program issues and meetings involving other internal and external organizations, and provides advice, comments and recommendations as appropriate. Participates in the review of program activities to identify problems and recommends corrective measures or alternative approaches for implementation by regional and/or Central Office management officials.

Works with other recognized technical experts within the agency to develop a coordinated approach to unique problems or areas in which GSA, other Federal agencies or the private sector have previously not been involved or concerned. Participates in studies of national significance or of outstanding importance to the program area.

Applies a wide range of qualitative, and/or quantitative methods to assess and improve program effectiveness and/or complex management processes, projects and systems. Reviews specific goals and objectives; monitors the sequence and timing of key program events and milestones and evaluates overall program accomplishment and significant contributions in terms of agency goals.

Develops long range plans and recommendations as to the best methods to utilize to meet organizational goals, objectives and to adapt to changing needs based on knowledge of known and projected program or organizational requirements. Performs special assignments as directed, which may involve any phase of the assigned area of specialization and which frequently overlap into other related functional disciplines as well.

As required by the organizational setting, may also lead a group of technical personnel in the substantive work of the unit.

### **Primary Factor Level Statements**

<b>Factor 1</b>	<b>Knowledge Required by the Position</b>	<b>Factor Level 1-8</b>	<b>1550 pts.</b>
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Mastery of a professional or administrative field to apply experimental theories and new developments to problems not susceptible to treatment by accepted methods and to make decisions or recommendations significantly changing, interpreting or developing important public policies or programs.

Expert knowledge of the occupational area of specialization, its governing laws, regulations, methodologies and/or policies to provide sound and authoritative technical guidance on all issues related to the assigned program.

Comprehensive analytical skills to apply a wide range of qualitative and/or quantitative methods for the assessment and improvement of program effectiveness.

Skill in oral communications to present sensitive recommendations to higher authority, to obtain compliance with policies from activities within the regional or Central Office setting, to articulate positions/policy of vast technical complexity and to represent the agency on task forces.

Knowledge of the agency's missions, programs and legislative history to develop and advise on policies

to implement program goals.

**Factor 2      Supervisory Controls**

**Factor Level 2-5**

**650   pts.**

The supervisor sets the overall objectives and resources available. The employee and supervisor, in consultation, develop the deadlines, projects and work to be done. The employee, having developed expertise in the line of work, is responsible for planning and carrying out the assignment; resolving most of the conflicts that arise; coordinating the work with others as necessary; and interpreting policy on his/her own initiative in terms of established objectives. In some assignments, the employee also determines the approach to be taken and the methodology to be used. The employee keeps the supervisor informed of progress, potentially controversial matters or far-reaching implications.

Most completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work or effectiveness in meeting requirements or expected results. Given the incumbent's role in the development, interpretation and implementation of policy, completed work may also be subject to clearance procedures from higher levels in the agency.

**Factor 3      Guidelines**

**Factor Level 3-5**

**650   pts.**

Guidelines are broadly stated and nonspecific, e.g., broad policy statements, agency goals and/or objectives and basic legislation that require extensive interpretation. At this level, the employee is a recognized technical authority on the development and/or interpretation of agency guidelines, policies, legislation and regulations. Incumbent must use considerable judgment and ingenuity in interpreting the intent of the guides that do exist and in developing applications to specific areas of work. Frequently, the incumbent is recognized as a technical authority in the development and interpretation of guidelines in the field of expertise.

**Factor 4      Complexity**

**Factor Level 4-5**

**325   pts.**

Work includes varied duties requiring many different and unrelated processes and methods that are applied to a broad range of activities or substantial depth of analysis, typically for an administrative or technical field. Assignments include planning, implementing, evaluating or managing far-reaching, significant projects for the regional or headquarters Service/Staff organization. The work involves the development of new policies, strategies and methods impacting agency personnel and often requires significant departures from standard practices and procedures to resolve widespread or critical problems; develop and evaluate new policies, methods, techniques or criteria; and to advise on the interpretation and implementation of new and/or revised procedures.

Decisions regarding what needs to be done include major areas of uncertainty in approach, methodology or interpretation and evaluation processes that result from such elements as continuing changes in program, technological developments, unknown agendas or conflicting requirements.

**Factor 5      Scope and Effect**

**Factor Level 5-5**

**325   pts.**

Work involves planning, developing and carrying out vital projects and programs which are central to the agency's Central Office/regional functioning and/or in isolating and defining unknown conditions, resolving critical problems or developing new theories.

The work product or service (e.g., the employee's advice, guidance or other results of the work) affects the work of other experts, the development of major aspects of administrative or professional programs or missions, the successful achievement of major programs conducted by the agency or the well-being of substantial numbers of people.

**Factor 6      Personal Contacts****Factor Level 6-4****110   pts.**

Personal contacts, which occur in highly unstructured settings, are with the highest level agency managers at the Central Office or regional level; high-ranking officials from outside the agency, oftentimes at the national level; top Congressional staff officials; executives of comparable private sector organizations; and presidents of national unions, State governors or mayors of large cities.

**Factor 7      Purpose of Contacts****Factor Level 7-4****220   pts.**

Purpose is to justify, defend, negotiate or settle matters involving significant or controversial issues, e.g., recommendations affecting major programs, dealing with substantial expenditures or significantly changing the nature and scope of organizations. Work usually involves active participation in conferences, meetings, hearings or presentations involving problems or issues of considerable consequence or importance. Persons contacted typically have diverse viewpoints, goals or objectives, requiring the incumbent to achieve a common understanding of the problem and a satisfactory solution by convincing them, arriving at a compromise or developing suitable alternatives.

**Factor 8      Physical Demands****Factor Level 8-1****5   pts.**

Work is sedentary. Typically, the employee sits comfortably to do the work. There may be some walking, standing, bending, carrying of light items or driving an automobile. No special physical demands are required to do the work.

**Factor 9      Work Environment****Factor Level 9-1****5   pts.**

The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries or commercial vehicles.

**Factor Points Total    3840****Position Classification Standards Used**

Administrative Analysis Grade Evaluation Guide, TS – 98 August 1990

Management and Program Analysis Series, 343, TS – 98 August 1990

Classified By Nate Floyd, 6/2/2016